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PATENTIN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Saima Khan  
 Serial No. : 09/398,222  
 Filed : September 17, 1999  
 For : SYSTEM AND METHOD OF PROPAGATING  
       EXCLUSION RECORDS IN A NETWORKED  
       COMPUTER TELEPHONY INTEGRATION SYSTEM  
 Attorney's Docket : DAVOX-171XX  
 Examiner : Pizarro, Ricardo M  
 Group Art Unit : 2661

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 10, 2004.

(3 pages)  
 (PK)  
 4/10/04

By Paul J. Kroon Jr.  
 Paul J. Kroon, Jr., Esq.  
 Registration No: 51,902  
 Attorney for Applicant

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DECLARATION OF SAIMA KHAN UNDER 37 CFR § 1.132  
TO ESTABLISH COMMON OWNERSHIP

Commissioner of Patents  
 PO Box 1450  
 Alexandria, VA, 22313-1450

RECEIVED

MAY 17 2004

Technology Center 2600

Sir:

I, Saima Khan, hereby declare that:

1. I am the sole inventor of the SYSTEM AND METHOD OF PROPAGATING EXCLUSION RECORDS IN A NETWORKED COMPUTER TELEPHONY INTEGRATION SYSTEM, which is the subject of the above-identified patent application Serial No. 09/398,222.
2. During the time I made the subject matter of the above-identified patent application, I was employed by Davox Corporation, a Delaware Corporation having a principal place of business at 6 Technology Park Drive, Westford, MA 01886.

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3. During the time I made the subject matter of the above-identified patent application, I was under an obligation to assign all my patent rights to Davox Corporation. (See enclosed copy of employment contract.)

4. On September 13, 1999, I sold and assigned the entire right, title and interest, including all rights of trade secret and copyright, in all works associated with therewith, along with the right to claim priority under the International Convention, throughout the United States, its territories and all foreign countries, in and to the subject matter of the above-identified patent application. (See enclosed assignment of present application.)

5. On May 2, 2002, Davox Corporation changed its name to "Concerto Software, Inc." (See enclosed copy of Certificate of Name Change.)

6. On August 20, 2002, the above-identified patent application was assign from the Davox Corporation to Concerto Software, Inc. (See page 2 of the enclosed copy of United States Patent and Trademark Office Notice of Recordation of Assignment Document.)

7. U.S. Patent No. 6,587,557 to Smith is wholly owned by Concerto Software, Inc. (See enclosed copy of assignment dated

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September 1, 1999 from B. Scott Smith to Davox Corp, now Concerto Software, Inc. and United States Patent and Trademark Office Notice of Recordation of Assignment dated November 24, 1999.)

8. During the time I made the subject matter of the above-identified patent application, Concerto Software, Inc. wholly owned U.S. Patent No. 6,587,557 to Smith.

9. Accordingly, the subject matter of the above-identified patent application and U.S. Patent No. 6,587,557 to Smith were wholly owned by the same organization at the time the claimed invention was made.

10. All statements made herein of my own knowledge are true, and all statements made on information and belief are believed to be true, and that the foregoing statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of United States Code, and that my willful false statements or the like may jeopardize the validity of the above-identified patent application or any patent issued thereon.

Respectfully submitted,

By Saima Khan  
Saima Khan

Date: 5/6/04